



PUBLIC

Driving HR Innovation Through Customer Success Excellence

EPI-USE, a strategic and global SAP partner, is one of the world's largest and most experienced specialists in solutions for HR and payroll from SAP. The company's regional office, EPI-USE Brazil, has boosted customers' SAP solution maturity by providing differentiated and innovative support at the executive and management level.

As continuous evolution becomes more important, EPI-USE Brazil seeks to orchestrate and bring greater clarity and knowledge to customers, promoting excellent adoption and expansion of their lines of business.

EPI-USE makes its customers' goals its own, and as a trusted advisor, seeks to achieve **greater customer satisfaction** by supporting them in achieving those goals.





EPI-USE Brazil
São Paulo, Brazil
www.epiuse.com

Industry
Professional services

Products and Services
Strategic consulting for digital transformation with SAP solutions

Featured Solutions
SAP Human Experience Management (HXM) Suite, SAP SuccessFactors solutions, SAP S/4HANA, and SAP Business Technology Platform

92%

Retention rate (calculated by the number of customers that have renewed their cloud subscription contracts)

97%

Of customers receiving service from the EPI-USE customer success team, supported by the Customer Value Journey program from SAP

Maximizing Value for Businesses Across Industries Through Next-Level Customer Success Services

Context: Driving Customer Satisfaction Through Customer Success Best Practices

- Evolve business practices to reduce customer churn
- Enhance the customer experience in a personalized way when using the SAP solution ecosystem
- Support and guide customers to achieve their goals and expand their use of SAP solutions

How EPI-USE Brazil Increases Customer Value Through Customer Success Excellence

- Dedicated customer success resources who conduct regular meetings and business reviews
- Ability to monitor customer satisfaction through NPS and CSAT to improve and evolve services
- Active monitoring of consumption and adoption of solutions, including SAP HXM Suite, SAP SuccessFactors, SAP Business Technology Platform, SAP S/4HANA, SAP Signavio solutions, and others, to help customers achieve their goals
- Experts guiding customers on how to benefit the most from various SAP solutions with respect to enablement as well as new features and functions
- Resources to keep customers updated on the latest HR market trends and best practices

The Result: Creating Genuine Satisfaction and Mutual Trust Between Customers and Partner

- Customer engagement guided by a dedicated customer success team to drive greater adoption
- Increased customer confidence in the EPI-USE team and SAP solutions
- High customer satisfaction and many successful delivered projects, resulting in low churn

“Our synergy with SAP since the advent of the customer engagement executive program was vital to our process evolution. Now customers recognize us as their **trusted advisors**.”

Roberto Medeiros, Associate Partner and Managing Director, EPI-USE Brazil

